

# CHEAT SHEET | TROUBLESHOOTING GUIDE

**Troubleshooting guide:** A user guide that provides solutions to problems with your app.

<u>Structure</u>	<u>Content</u>	<u>Test; as an app user</u>
<ul style="list-style-type: none"> <li>➤ Title is specific, to the point</li> <li>➤ App specific headings; related to error/issue</li> <li>➤ Ordered by error or grouped by issues</li> </ul>	<ul style="list-style-type: none"> <li>➤ Be specific; display part of the error message rather than summarizing it</li> <li>➤ Be accurate; always provide an accurate cause and fix for each error/issue</li> <li>➤ Be neutral; the content should not try to encourage or befriend the reader when they're frustrated</li> </ul>	<ul style="list-style-type: none"> <li>➤ Is the content accurate?</li> <li>➤ Is the content complete? Is anything missing?</li> <li>➤ Is the content specific to error and fix? Move instructions with 5+ steps to a how-to guide; move any concepts to an explanation guide.</li> </ul>

**Reader's goal:** "I found a solution for my problem with the app, and solved it quickly."

Option: By error messages	Option: By platform or process
<ul style="list-style-type: none"> <li>h1 Troubleshooting               <ul style="list-style-type: none"> <li>• h2 <u>Error: &lt;error-snippet-one&gt;</u> <ul style="list-style-type: none"> <li>▪ h3 Cause</li> <li>▪ h3 Fix</li> </ul> </li> <li>• h2 <u>Error: &lt;error-snippet-two&gt;</u> <ul style="list-style-type: none"> <li>▪ h3 Cause</li> <li>▪ h3 Fix</li> </ul> </li> <li>• h2 Additional support</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>h1 Common &lt;app&gt; issues               <ul style="list-style-type: none"> <li>• h2 Installation issues                   <ul style="list-style-type: none"> <li>▪ h3 <u>&lt;install-issue&gt;</u> <ul style="list-style-type: none"> <li>○ h4 Cause</li> <li>○ h4 Fix</li> </ul> </li> </ul> </li> <li>• h2 Build issues                   <ul style="list-style-type: none"> <li>▪ h3 <u>&lt;build-issue&gt;</u> <ul style="list-style-type: none"> <li>○ h4 Cause</li> <li>○ h4 Fix</li> </ul> </li> </ul> </li> <li>• h2 Deployment issues                   <ul style="list-style-type: none"> <li>▪ h3 <u>&lt;deploy-issue&gt;</u> <ul style="list-style-type: none"> <li>○ h4 Cause</li> <li>○ h4 Fix</li> </ul> </li> </ul> </li> <li>• h2 Additional support</li> </ul> </li> </ul>

Header	Guidelines
(title) Troubleshooting or (Common <app> issues)	Include a brief subtitle with the title. Provide additional context of the troubleshooting guide and how it relates to the app.  <b>h1 Troubleshooting</b>  Find a cause and a fix to common errors in the CatFactz command line tool.  <i>max 1 sentence</i>
<u>Error: &lt;error-snippet&gt;</u>	If helpful, display part of the error message below the title in code font.  <b>h2 Error: CatFactz command not found</b>  <b>catfactz: command not found</b>  <i>full error message in code font</i>
Cause	Explain what might have generated the error or issue for the reader.  The CatFactz command-line tool may not be properly installed or configured on your laptop.  <i>max 5 sentences</i>
Fix	Provide a solution or workaround to resolve the error or issue. Instructions are okay, but try to limit them to five steps. If a solution exceeds five steps, consider linking to a how-to or get started guide.  1. Verify CatFactz installation Run <code>catfactz --version</code> . If a version number is returned, CatFactz is installed.

	<p>2. Ensure proper configuration Make sure that the CatFactz executable is added to your system's PATH environment variable. See the <a href="#">Get started</a> guide for details.</p> <p>If the error persists after steps one and two, then <a href="#">Reinstall CatFactz</a>.</p> <p><i>max 5 sentences or steps in an ordered list</i></p>
Additional support	<p>Provides additional resources or support options that a reader can use if they need further assistance.</p> <ul style="list-style-type: none"><li>• <a href="#">CatFactz Discord channel</a></li><li>• <a href="#">Email</a></li><li>• <a href="#">Submit a bug</a></li></ul> <p><i>max 5 items in a bullet list</i></p>